NETWORK ROUTER CHANGES

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PURPOSE

To define the circumstances under which ITS will make changes to router configurations on the wide area network (WAN).

SCOPE

This policy applies to all employees within the Division of Information Technology Services and all entities connected to the State WAN supported, maintained, and operated by the Division of Information Technology Services.

BACKGROUND

Any time a router configuration change is made, there is the possibility of introducing network problems. ITS is implementing this policy to manage configuration updates better and to manage and control the changes that are being introduced in the network. Often, ITS has been called upon to make changes to the network with very short notice. This places a difficult burden on ITS to understand, plan for, and make the necessary changes to the network without affecting existing network users. The purpose of this policy is to identify under what circumstances ITS will make changes to network configurations.

POLICY

A. ITS will accept network change requests to installed routers on a semi-monthly basis only. These requests must coincide with the regularly-published NCP VTAM change schedule. Network change requests must be made before the scheduled request cutoff date, or they will be postponed until the next change date.

B. Changes that impact CICSCJ customers will need to be scheduled in accordance with the Planned Outages Affecting Criminal Justice Applications procedure.

C. If there is a network failure, this policy will not apply. A network failure is defined as the replacement of a failed router, or identification of a parameter problem that needs to

be immediately corrected to resolve a current operational problem. If this occurs, a change request must be completed and approved by ITS management before implementing the necessary change.

D. This policy covers all router changes including SAP filters, new router additions, DLCI changes, and any parameter that can be changed dynamically.

E. Exceptions to this policy require ITS management approval and the requesting entity will incur any associated costs for after hour and/or overtime implementation.

F. ITS is not required to make a change if it determines it is in the State's best interest not to make the modification.